

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, October 9, 2014 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Craig Huxford, Carole Andrews, John Van Dyck, Bill Clancy, Paula Landrie,
Helen Smits

Excused: Susan Hyland, JoAnn Grashberger

Also

Present: Jeremy Kral, Executive Director
Nancy Fennema, Director of Community Programs
Roberta Morschauser, Hospital & Nursing Home Administrator
Tim Schmitt, Finance Manager
Cherie Bastian, Director of Nursing Home
Mark VandenHoogen, Shelter Care Supervisor

1. Call Meeting to Order:

The meeting was called to order by Chairman Tom Lund at 5:15 pm.

2. Approve/Modify Agenda:

LAUNDRIE/ANDREWS moved to approve the agenda.
The motion was passed unanimously.

3. Approve Minutes of September 11, 2014 Human Services Board Meeting:

CLANCY/HUXFORD moved to approve the minutes dated September 11, 2014.
The motion was passed unanimously.

4. Executive Director's Report

Executive Director Jeremy Kral presented and handed a written report to the board (attached).

Kral wanted to make sure county board representatives were aware that our 2015 budget presumed a March 1st start date for Family Care expansion and that we will be starting later than that if approved. We did build the budget to be as modular and flexible as possible but wanted to point that out.

Q: Chairman Lund asked if it would save us money to go into Family Care late in the year.

A: Kral stated that it will be less expense for 2015 but we will end up paying more at the end of the five year plan period, so it is essentially a shifting of costs from the 2015 budget to 5 years later.

Q: Chairman Lund asked why two MCOs were chosen.

A: Kral stated that he is not aware as to why there were two selected by the state but he envisions the client caseload will be split between the MCOs. The clients will be giving a choice of which MCO to utilize.

County Board Member Van Dyck entered at 5:25 p.m.

Q: Citizen Board Member Laundrie asked if the clients will stay in the county for services or be moved out of county.

A: Kral stated that most clients will continue to be served in the county. It is more common that people receive services in their home versus out of the home. When they do need to access substitute care, we seldom need to place people out of the county; most of the time their needs can be met here.

Q: Chairman Lund asked where the MCO offices will be located.

A: Kral stated we do not know yet as there will be some operational aspects to be figured out by having two MCOs.

Q: County Board Member Van Dyck asked if there is a specific date for cutover.

A: Kral stated that we originally were planning on March 1st but our rollover date would be later than that. The Joint Finance Committee needs to meet and give its approval prior to expansion proceeding. Our roll-over date will be later than March 1st.

Q: County Board Member Van Dyck asked if we are replacing the staff who are leaving and how far we can go before it affects services.

A: Kral stated we are replacing FTE positions with LTE positions. We are bringing in LTEs without the promise of permanent employment, given the situation. We have been able to mostly maintain adequate hours of personnel time but we are losing institutional knowledge as key personnel have moved to other employment.

County Board Member Van Dyck stated that if we reach a point where service starts to be affected, maybe we can offer something to staff for staying on until the end similar to the private sector. We may want to consider it as a way to better serve the community and public. Chairman Lund stated that in the private sector, some people will not change jobs and will stay until the last day and figure out their options in doing that. With regular turnover, there should be some full-time positions open in the county.

Q: Citizen Board Member Laundrie asked if we will ensure there is solid mentoring down for the LTE staff coming in to provide services.

A: Kral stated that our experienced staff are being relied on to assist the LTEs and have been very helpful with that assistance.

Q: Citizen Board Member Huxford asked if it is customary state-wide to have two MCOs due the same service.

A: Kral stated in the past, there has generally been one MCO at the beginning and a second joins in five years later. It is unknown as to why this procurement differs from history. Citizen Board Member Andrews stated that you need to have the number of clients to make it work. Once they obtain those numbers, then they feel free to bring in competition. She stated there must be enough clients in the area to have two MCOs operate right away.

Q: County Board Member Clancy asked if we have a buyout for any employees who are within a year of retiring.

A: Kral stated at this point, we haven't offered special incentives. The reason for that is that it could be debated as to the legality and allowability for charging such fees to the program funding. We are hopeful that people will have the opportunity to find other positions, within the county or MCO if possible.

Q: Chairman Lund asked if the county will assist in the transition.

A: Kral stated we are interested in helping our current employees connect with MCOs to keep working in their field. We have the Department of Workforce Development coming in next week and are trying to share information and be supportive of peoples' needs.

LAUNDRIE /ANDREWS moved to receive and place on file.
Motion was carried unanimously.

5. Shelter Care Update.

Shelter Care Supervisor Mark VandenHoogen gave an overview of shelter care. Shelter Care is a short term facility that works with males and females ages 10 to 17 who are placed through the juvenile court system. Some of them have committed delinquent acts and some come from an unsafe home environment. We do take out of county clients but we meet the needs of Brown County children first. Shelter Care provides a structured environment with different activities including daily living skills and has supportive mentors to put children in a better path then when they came in. VandenHoogen stated that in the last year, independent living was brought in house and has made vast improvements.

Q: Chairman Lund asked if shelter care residents go to their own schools and how transportation is arranged.

A: VandenHoogen stated that most residents go to their own school during the day. If students are not eligible to go to their own school, we bring in a teacher on-site to assist. Residents mostly use public transportation as there is a bus stop in front of the building.

Q: Chairman Lund asked what the average stay is for a child.

A: VandenHoogen stated that we are averaging 10 days per stay this year. Children can stay from an hour up to 60 days depending on the circumstances.

Q: Citizen Board Member Laundrie asked what we using to teach life skills and what is the background of the staff working at Shelter Care.

A: VandenHoogen stated there is not a set model we use and instead, assess the needs of each client individually. The Independent Living Program does have a specific assessment utilized. As far as background for staff, they are degreed individuals and many are teachers or have worked in after school programs.

Q: County Board Member Clancy asked if the home situation on which children get removed gets assessed while the child is at Shelter Care.

A: VandenHoogen stated that when a child is placed during a child protection situation, the home environment will be assessed while the child is removed from care.

Q: Citizen Board Member Huxford asked what the maximum capacity and the average daily capacity is at the Shelter Care facility.

A: VandenHoogen stated we can have up to twenty kids. The average daily capacity this year has been 12.

Q: County Board Member Van Dyck asked what kind of repetition we see as far as kids returning multiple times.

A: VandenHoogen stated that we do see a lot of the same kids at different points and it goes it waves. Our goal is to get kids into a good situation/environment.

HUXFORD/SMITS moved to receive and place on file.
Motion was carried unanimously.

6. Financial Report

Finance Manager Tim Schmitt had submitted a written report with the board packet agenda.

Q: Chairman Lund asked if we added levy to the CTC budget for 2015.

A: Kral stated that we did not add levy as we have made staffing reductions to help us balance the budget. This has been the first year operating the Bay Haven CBRF and 2014 revenue was overestimated. Our budget for next year is more accurate as it is based on a census of 6 per day. The \$400,000 deficit this year is significant (although a reduction from last year). The 2015 budget is built to break even. Morschauser added that we working to utilize the CBRF to its full capacity and utilization is up 10% from last month.

Q: Citizen Board Member Laundrie asked about the new vendor contracts for respite services and wanted to know where the clients come from and how the respite personnel are trained.

A: Kral stated that respite is a viable resource for a variety of needs. Lana Cheslock and Lori Weaver would be the subject matter experts on it. The necessary training is program specific and different for each unit.

Q: Citizen Board Member Laundrie noted that we are giving Macht Village one million dollars and asked what kind of hard data we collect to see if our funding is being utilized efficiently and if we have outcome measurements.

A: Kral stated that contract amounts are 'not to exceed' amounts and what we actually pay depends on services rendered on. The particular clientele Macht Village serves is very difficult and a lot is required of that vendor just to keep clients safe. Fennema added that we do have individual service plan outcomes that are monitored.

Citizen Board Member Laundrie stated that she would like to know what services some of the vendors are providing. Chairman Lund asked that we create high-level breakdown of what services each provider delivers. This request will be fulfilled and Kral also stated that he has a glossary for Human Services acronyms and will share that with the group.

VAN DYCK/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

7. Statistical Reports:

Please refer to the packet which includes this information.

8. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

9. Request for New Vendor Contract:

Please refer to the packet which includes this information.

10. Other Matters:

Next Meeting: Thursday, November 13, 2014
5:15 p.m. – Sophie Beaumont Building, Board Room A

11. Adjourn Business Meeting:

ANDREWS/LAUNDRIE moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:13 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary

Brown County Human Services

Executive Director's Report to the Human Services Committee

October 9, 2014

Good Evening Committee Members:

On September 22, 2014 the Wisconsin Department of Health Services made the announcement of the Family Care Managed Care Organizations (MCOs) that were selected to serve our expansion region. The selected MCOs are Lakeland Care District and Care Wisconsin. Each of these MCOs has been functioning for several years and our department is looking forward to working with their organizations in earnest on the transition into managed long term care. In addition, TMG was selected to provide the IRIS program in our region. IRIS is a long term care option for people who choose to self-direct their care plans. The next step in moving toward managed long term care expansion is approval of the contracts with those entities by the Joint Committee on Finance. The issue was on the agenda for that committee at a recently cancelled meeting, and the rescheduled date is not yet known. All ADRC, MCO, and county agencies in the region have been given guidance to await action on the contracts by the Joint Committee on Finance before proceeding with transition planning.

There is not a formal date for managed long term care transition for our region. Brown County Human Services is no longer working toward a transition date of March 1, 2015 which we had been tentatively shooting for. If the JFC approves the contracts, planning would be implemented according to the dates that have been mutually determined between Wisconsin Department of Health Services, Aging and Disability Resource Center of Brown County, MCOs and this department.

Several weeks ago our department's management team began active collaborations with the Aging and Disability Resource Center management team around our shared interests in a successful transition. We are very pleased with the results so far and look forward to strengthening and advancing the two agencies' collegiality and collaboration.

Also related to managed long term care transition, this department has begun to experience personnel changing employers because of the transition and associated reduction of county long-term care positions. In the past several months, eight workers have chosen to pursue employment elsewhere. With the discussion of transition, it has been anticipated that a portion of the workforce would choose this option. We value the contributions of those who have chosen to move on, and continue to value the ongoing work of those who remain with the department serving our clients and community. For the period between now and managed long term care expansion, vacated full-time positions are being refilled with limited-term employees because we are aware that the positions are not permanent.

Long term care, economic support, and business unit personnel have been very helpful in bringing forward concerns and participating in a workgroup to communicate both their needs, and those of clients during this transition period.

Respectfully Submitted By:



Jeremy Kral
Executive Director